

CALIFORNIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2003

Total Number of Fraud and Identity Theft Complaints from California Consumers = 76,673



Fraud Complaints from California Consumers = 37,221

Top Fraud Complaint Categories for California Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	10,398	28%
2	Shop-at-Home/Catalog Sales	6,287	17%
3	Internet Services and Computer Complaints	4,345	12%
4	Prizes/Sweepstakes and Lotteries	2,785	7%
5	Foreign Money Offers	2,337	6%

¹Percentages are based on the total number of fraud complaints from California consumers (37,221).

Amount Paid Reported by California Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
37,221	\$40,686,735	29,271	79%	\$1,390

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by California consumers (29,271). One consumer reported an amount paid of over \$1 million.

Top California Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Los Angeles	2,056
San Diego	1,754
San Francisco	1,481
San Jose	1,128
Sacramento	764



IDENTITY THEFT
Data Clearinghouse



Identity Theft Complaints from California Victims = 39,452

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	12,607	32%
2	Phone or Utilities Fraud	8,231	21%
3	Bank Fraud ²	7,243	18%
4	Employment-Related Fraud	5,525	14%
5	Government Documents or Benefits Fraud	3,378	9%
6	Loan Fraud	2,031	5%
	Other	7,287	18%
	Attempted Identity Theft	3,118	8%

¹Percentages are based on the 39,452 victims reporting from California. Percentages add to more than 100 because approximately 20% of victims from California reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top California Identity Theft Victim Locations

Victim City	No. of Victims
Los Angeles	3,438
San Diego	1,306
San Francisco	1,122
Sacramento	893
San Jose	736